GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:2711
ANSWERED ON:01.12.2016
Collection of Baggage at Airports
Patel Smt. Jayshreeben ;Raut Shri Vinayak Bhaurao;Shinde Dr. Shrikant Eknath

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether several passengers, including Members of Parliament (MPs) have raised the issue of having to wait for sometimes up to 30 minutes at a time, while coaches bring their baggage from the aeroplane to
the terminal or for coaches to transport them to the terminal at Mumbai airport, if so, the details thereof;

(b) whether any inquiry has been conducted by the Government to find out the causes in this regard if so, the details thereof;

(c) the number of cases of non-receipt of luggage on time by the immigrants travelling by flight of all aviation companies in the country, airline-wise;

(d) the number of immigrants to whom compensation has been given by the airlines for theft of luggage; and

(e) the effective steps taken by the Government for ensuring the safety of luggage of the immigrants?

Answer

Minister of State in the Ministry of CIVIL AVIATION

(Shri Jayant Sinha)

(a): No such information is being maintained by the Ministry. However, complaints in the nature of delay/cancellation of flights, missing baggage, increase in fares etc are at times received by the airlines. In order to handle such complaints, there is well defined complaint handling procedure in place in airlines and every effort is made to take the complaint to its logical conclusion at the earliest. Besides, Ministry of Civil Aviation have recently launched "AIRSEWA" portal, an initiative to create a common platform to address the grievances of the people interacting with the services related to the aviation industry. The system allows the user to report and track the actions being taken on their grievances. ;

(b): No Madam.;

(c) & (d): No such information is being maintained by the Ministry.;

(e): As per " The Carriage by Air Act 1972", it is the responsibility of the Air carrier to handle/manage the registered baggage of the passengers after check-in till delivery. However, airports surveillance is carried out by CCTV and the security staff (CISF and State Police) posted at the airport.